

★ TEXAS TIMES

Spring/Summer 2021 • The Newsletter for Members of HOME of Texas



“Home is where the heart is.” We have heard that description of “home” countless times in our lives. We have seen it painted on kitchen plaques and embroidered on couch pillows. It sounds like the epitome of Americana, born from sweet American sentimentality. But it is not a uniquely American thought. In fact, the author of those words, Pliny the Elder, was born in Rome nearly 2000 years ago. Centuries earlier King Solomon wrote that “the Lord blesses the home of the righteous” in Proverbs 3:33 and instructs us to “get your fields ready, and after that build your house” in Proverbs 24:27.

We consider the homes of early American patriots to be an important part of our heritage. We visit places like Mt. Vernon and Monticello to pay homage to George Washington and Thomas Jefferson. Many of us at our Pennsylvania office have wandered around

the little house in Philadelphia where Betsy Ross sewed her famous flag, and the log cabin where Abraham Lincoln read by candlelight is etched into our collective conscience.

Homes have been featured prominently in literature and in the movies those books spawned. Jay Gatsby’s mansion in *The Great Gatsby* symbolizes the grandeur and to some extent the emptiness of the Roaring Twenties. Margaret Mitchell’s Tara changes throughout *Gone with the Wind* to show how the plantation lifestyle and the southern antebellum way of life disappeared with the end of slavery, never to return again. Shirley Jackson was inspired by the Winchester Mystery House when she conjured up the scary home that was the setting for *The Haunting of Hill House*, and she created another odd home to mesmerize her readers in her wonderful novel, *We Have Always Lived in a Castle*.

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HOME Announces 2020 Sales Achievement Awards

By Suzanne Palkovic, VP of Sales

Every year, we look back to the prior year and acknowledge the hard work put forth by our team of Account Executives. 2020 certainly proved to be a challenging year in oh-so-many ways. Our sales staff had to adjust to building relationships over the phone, by email and by text as opposed to sitting across a desk, face-to-face and shaking hands to seal a deal. HOME, RWC, and MHWC are very proud of our team because, in the face of adversity, they found ways to be successful and contributed in their own way to the ongoing success of our building industry. Through their efforts, more builders are protected with a valuable warranty that helps them manage their risk and more homeowners have the “sleep tight” coverage that is desperately needed in times of uncertainty.



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Home Sweet Home

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Many of us can recall as youngsters watching television shows featuring homes where the young characters grew up and thrived. The Little House on the Prairie was where good parents taught their children valuable life lessons and where Laura Ingalls proclaimed, "Home is the nicest word there is." And most of us were touched by the love and homespun wisdom that was regularly on display in The Waltons' poor yet idyllic home on Walton Mountain.



As inspiring, scary, or enchanting any of those homes are, however, the homes that mean the most to us are the ones where we grew up or in which we raise our families. The hundred-year-old brick house I shared with my five siblings and my parents when I was a kid is such a home, and I fondly remember each nook and cranny of it. The large inside window seat at the front of the house is where we would perch to wait for our parents to come home from work or watch for the doctor's car to pull up if one of us was sick. My grandmother gave me a fish tank one Christmas, and my parents let me put the tank on that seat where it stayed until I grew tired of keeping fish and the last one died.

There was an old closet under the steps where we kids kept our toys. I recall throwing my baseball glove in there when football season would start. By the next baseball season the glove would work its way to the back of the closet, and I would dig through basketballs, football helmets, rubber boots, and hockey sticks until I'd get to my glove. The closet was a kind of calendar, and if I was digging

my glove out, it meant that spring was about to arrive.

All eight of us would pack into our kitchen for meals, and afterwards our father would show us an interesting story in the newspaper, or an older sibling would ask about a car advertised for sale or about a job she saw in the help wanted ads. We would gather in the living room at night, our father usually laying on the floor and our mother perching nearby next to the radiator to keep warm, each of them leaving the chairs and the couch for their children to use. When my oldest brother left home, I was given his bedroom on the third floor, the first time I had my own room. My parents bought me a can of paint. I remember painting the room blue and feeling like I had arrived.

I have seen or read about many grand homes in my lifetime, but I would not trade my memories of that old house on Water Street to have lived in any of them.

Builders are uniquely positioned to influence the lives of not just their customers,

but of every family who will ever live in the homes they build. There is probably no other product that affects so many people over such a long period of time. You might build a home where a future president, the first person to walk on Mars or the doctor who discovers the cure for cancer grows up. But even if you don't, you will build homes in which children will be nurtured, where important life lessons will be taught and learned, where joy can abound, and where memories will be created that will last multiple lifetimes. What a great business to be in and what a noble calling!

We are proud of our builders. We know how well they ply their craft, and we know they want to provide the best homes for their customers. Here at HOME of Texas, we believe the best home you can build is one that is backed by a HOME warranty. We are biased, of course, but we believe that, if you compare us to the competition, you will arrive at the same conclusion.

At HOME, we have four decades of experience offering our members a wide variety of warranty options, including the standard ten-year warranty, extended appliance and system warranties, and specialty warranties for remodeling projects.

We appreciate your business, your confidence in us, and your commitment to building great houses that generations of Americans will call home.

Have a great summer!

Are You Using All of Your Tools?

Staci Cool, RWC

Builder members with HOME of Texas (HOME) are an elite group. Your membership indicates that you are committed to the adherence of strict quality guidelines and that your business is financially sound. But are your homeowners aware that you are also including coverage backed by one of the strongest insurers in the nation? Do they know if tragedy hits and businesses close, that they will still be covered?

is to offer you pretty much anything you might want or need to help you stand out as a builder.

Recently, you may have seen a few emails from us containing samples of marketing materials. These emails included some of the newer, more updated, options that we offer. If you have missed any and would like to see what is available, there are a few ways we can connect:

At HOME, one thing we pride ourselves on is the quality of the marketing materials offered to you at no-cost. Our goal is to not only help you become more successful, but to also help you shine as a competitor in your industry. With all the home building choices available to a future homeowner, the difference can sometimes just boil down to a few small things. If your competition does not offer a warranty, that is an easy win. If they do, then, for example, you could offer them one of our flyers spotlighting our strength and tenure which may help push them in the right direction.

Overall, a quality marketing and advertising campaign is a make-or-break part of any strong business plan. It is a crucial part of conveying your message and appealing to your customers. By including our warranty with your homes, you are giving your buyers the gift of reassurance along with a quality home. HOME is here to help you get set up with the best marketing tools, tools designed to ensure your buyers fully understand that they are in good hands.

Get in touch today and let us get you set up for marketing success!



"Our goal is to not only help you become more successful, but to also help you shine as a competitor in your industry."

Partnering with HOME was a big decision for you to make and your loyalty as a member is reciprocal. As a part of this relationship, our role includes reducing your liability, providing peace of mind for your clients, and helping you grow. With that in mind, we realize that sometimes tools in your toolbox can fall to the back of the drawer and unintentionally be forgotten.

- 1) Reach out to your Account Executive (AE) and ask for help!*
- 2) Search within your Warranty Express Access – Simply click on the button for Supplies.
- 3) Review options on our website at www.homeoftexas.com/marketing-materials

**The primary advantage of contacting your AE is that they can match you with the best available materials. If you are unsure who your rep is, please visit: www.homeoftexas.com/contact/#acctexec*

Part of your benefit as a member includes access to numerous, full-color, high quality, FREE marketing materials. These materials are available to you in a multitude of formats. For your online presence we can provide web ready graphics, email & social media compatible logos, proper wording to use, etc. – You name it! If you prefer more traditional, hands on materials, you can select from numerous flyers, brochures, easel signs, and decals, all ready for your use. Our goal

Share on social media ▶

HOME has several web ready graphics available for you to download and post on your social media pages or website. The logo is available as well.

Choose your graphic at homeoftexas.com. Hover over the **builders tab** and click on **download our logo**.

OUR homes ARE
protected
WITH A
WRITTEN & INSURED
warranty



for your peace of mind
homeoftexas.com/homeowners

HOME/RWC Announces 2020 Sales Achievement Awards

continued from front cover

We reward sales efforts in all the normal and routine categories you think of when you consider sales awards, so categories like most new members, most homes, etc are always in the mix. But we also acknowledge the reps that do all the other “little things”, sometimes the intangibles, that add up to a truly successful and long-term career. That type of activity makes up our **Outstanding Account Executive of the Year** award and is our most prestigious accolade. HOME & affiliates have a small sales team but we are truly blessed with a group who works harder than the numbers would deem possible. They are a talented and extremely conscientious class of salespeople which makes picking the “Top Dog” for any particular year a highly difficult challenge.



For 2020, our **Outstanding Account Executive of the Year** title is bestowed upon **Staci Cool** (pictured, left), a 2nd time winner of this award and well deserved. Patience, tenacity, product knowledge, dependability, and willingness to work selflessly for the team are just a few of Staci’s qualities that made her the person to spotlight. Staci has been with us for 4 years covering a variety of states in the Midwest. From her accumulated knowledge of the home warranty industry to her excellent customer service, she is an invaluable asset to the many builder members she has brought into our fold. Additionally, Staci is a regular contributor to our newsletters and we always appreciate her fresh perspective.

Our success is nothing without our team and certainly no one person makes or breaks us but together we are a force to be reckoned with in the industry. We appreciate Staci’s efforts to lead that charge. The rest of the team earning awards and recognition in 2020 are also listed here:

AWARDS AND RECOGNITIONS

OUTSTANDING ACCOUNT EXECUTIVE OF THE YEAR

STACI COOL *first place*

Freddy Pesqueira *second place*

Rich McPhee *third place*

MOST NEW APPLICATIONS

JANA WATTS *first place*

Diana Gomez *second place*

Freddy Pesqueira *third place*

MOST PROJECTED HOMES TOTAL

RICH MCPHEE *first place*

Freddy Pesqueira *second place*

Jana Watts *third place*

MOST NEW BUILDERS PROJECTING > 20 HPY

FREDDY PESQUEIRA *first place*

Tifanee McCall *second place*

Staci Cool *third place*

MOST HOMES OF BUILDERS PROJECTING > 20 HPY

RICH MCPHEE *first place*

Tifanee McCall *second place*

Freddy Pesqueira *third place*

AVERAGE SIZE BUILDER APPLICATION

RICH MCPHEE *first place*

Tifanee McCall *second place*

Lydia Toscano *third place*

BEST RETENTION RATE

TIFANEE MCCALL *first place*

Rich McPhee/Staci Cool *second place (tie)*

Jana Watts / Diana Gomez *third place (tie)*

HIGHEST APPROVAL RATE

JOHN FELBAUM *first place*

Tifanee McCall *second place*

Staci Cool *third place*

CERTIFICATES OF MERIT

MOST ENROLLED HOMES FOR KEY ESTATES AND PLATINUM ADVANTAGE

TIFANEE MCCALL *first place*

Rich McPhee *second place*

Staci Cool *third place*

MOST NEW SIGN-UPS FOR KEY ESTATES AND PLATINUM ADVANTAGE

LYDIA TOSCANO *first place*

Staci Cool *second place*

John Felbaum *third place*

MOST NEW PROJECTED HOMES FOR KEY ESTATES AND PLATINUM ADVANTAGE

LYDIA TOSCANO *first place*

John Felbaum *second place*

Tifanee McCall *third place*

Continued ▸



John Felbaum



Rich McPhee



Freddy Pesqueira

Congratulations to all recipients!

Special Thanks:

In addition to our salespeople, we have a support team that is simply top-notch and they deserve our thanks for a job well done.



Tifanee McCall



Jana Watts

- Jody Lehman, Assistant Sales Manager - Agnes Brennan, Retention Liaison
- Ann Cooper, Administrative Assistant - Susan Duncan, Texas Support

While the salespeople in the field generally are the ones that gain the recognition, the people behind the scenes are extremely important to provide the support needed to get the job done. So my sincerest thanks go out to Jody, Ann, Agy, and Susan for the work they do on our behalf. We simply couldn't do the job without you!

Congratulations to the entire Sales Team and we look forward to an incredible 2021!

It's a Girl!

Congratulations to our very own Account Executive, Rich McPhee and his wife, Ingrid, on the birth of their baby girl, Finley, on October 21, 2020.



Remodeling Industry Fully Recovered from Pandemic

Source: www.nahb.org

Confidence in the remodeling market continues to increase, according to a recent survey by the National Association of Home Builders (NAHB) Remodelers. NAHB released the survey results, which highlights how the pandemic affected remodelers' businesses, during May's National Home Remodeling Month.

"The remodeling market took a hit last year at the start of the pandemic, but it's completely turned around now," said NAHB Remodelers Chair Steve Cunningham, CAPS, CGP, a remodeler from Williamsburg, VA. "Remodelers are now facing intense backlog on projects due to supply chain delays, continued labor shortages and an abundance of project leads."

In the survey, 5 percent of remodelers reported that more than half of their projects in 2020 were a direct consequence of the pandemic. Seventy-four percent of all projects were bathrooms, followed by kitchens at 67 percent and whole house at 51 percent. A desire for better/newer amenities was cited as the most common motivation for remodeling, followed by a need to repair or replace older components and a desire or need for more space.

"As homeowners continue to make modifications to their homes, it's important that they do their research and hire a qualified professional," said Cunningham. "Whether it's a small project or a whole house remodel, a qualified professional remodeler can help homeowners create a space that works for them."



We Invite You To Get A Refresher On The HOME Warranty Program

Has it been a while since you looked at what's available to you in terms of Marketing Materials from HOME?

Are you a little unclear about the resources available for your homeowners on our website?

Then let's get you up to speed.

How to Get a Free Sample Packet of Marketing Materials

Simply send an email to **Sales@homeoftexas.com** with "**send me FREE samples**" in the subject line. Include your mailing address and a contact name and we will send you an updated sample of our most commonly used items. We'll also include the most current warranty book used by your company to ensure you have up-to-date stock on your shelf.

How To Order Individual Marketing Supplies

Online: Order through *Warranty Express* at www.homeoftexas.com

By Phone: 800-445-8173, x2459

By Email: info@homeoftexas.com

Online Resources for Homeowners

Value of a HOME Warranty www.homeoftexas.com/homeowners/building-new-home/

Our Top 10 Reasons to Choose HOME www.homeoftexas.com/homeowners/top-10-reasons/

Tips on Choosing a Builder www.homeoftexas.com/homeowners/tips-choosing-builder/

Warranty Terms www.homeoftexas.com/warranty-terms-know/

Seasonal Checklists www.homeoftexas.com/homeowners/#checklists

Resolving Covered Issues www.homeoftexas.com/homeowners/submit-a-claim/

There's more! Ask us for the complete list.

WWW.



Below is a sampling of our various Marketing Materials - all totally FREE to Members!

We do our best to keep our materials up to date and looking fresh for you & your buyers. If you aren't sure about what we have to offer, there's no better time to get an update! Let us know what you need.

Sample Warranty Books

HOME offers a variety of warranty programs, each with its own sample warranty book. These samples allow buyers to review the warranty provided on their new home.



Consumer Brochures

These items offer a brief overview of the warranty and the benefits. (Form # 8537, 8580, 8594). A spanish version of the 8537 brochure is also available.



Easel Sign

This 9"x12" free-standing sign was designed for use in models or sales offices. It explains the benefits of buying a home from a HOME builder to your potential new home buyers. (Form #8510)



Brochure Holder

This 9"x12" free-standing item is a great way to display HOME's consumer brochures in your model home or sales offices. (Form #8547)



Small Vertical Easel

Measuring 5.25"x8.5", this small vertical easel is great for areas with limited table space in offices or model homes. (Form #8509)



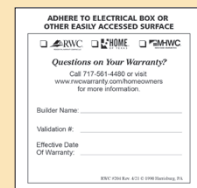
Tent Signs

This 5"x6" two-sided, free-standing sign can be displayed on counter tops, fireplace mantels, tables and other flat surfaces in your model homes. (Form #8536)



Static Cling Decal

This decal measures 5"x7" and can be easily affixed to the windows of your model homes and sales offices. (Form #8533)



Electrical Box Sticker

Make it easy for your homeowners to find their warranty validation #. Affix this sticker to their electrical box or any other easily accessed surface during your final walk-through inspection. (Form #204)

Large Lot Sign

This 28"x28" outdoor sign is ideal for model homes, sales offices or homes for sale. Space for you to add your lot identification is also available. (Form #8503L)



Important Documents Folder

This pocket folder makes it easy for you to keep your paperwork together. Simply hand the filled folder to your homeowners at closing. (Form # 8514)



Preparing for Natural Disasters Amid Covid-19

Unpredictable summer weather can stir up additional concerns amid already challenging times. The warmer weather may bring devastating hurricanes and other natural disasters.

The 2020 hurricane season was very active. By the time all was said and done, the Atlantic Basin experienced 30 named storms. The National Hurricane Center actually exhausted the standard alphabetical list and moved onto the greek alphabet for naming conventions. We can only hope that 2021 does not follow that trend.

Nasty weather causes ripples in many ways of life, including the building industry. Resources are already stretched thin due to supply chain issues and material shortages. If you haven't done so already, *now* is the time to start preparing for upcoming potential threats.



The National Association of Home Builders (NAHB) recommends businesses have a solid plan in place that covers everything from suppliers to staffing and even bracing for worsening economic impact.

The NAHB sheds light on several things to consider when planning your operations during natural disaster season.

For the housing industry, some examples of COVID-19-related impacts that

should be taken into consideration during business continuity and preparedness planning this hurricane season include:

Supply chain and material availability and scheduling: Many suppliers have seen extended backorders for certain building materials and adjusted delivery procedures according to social distancing measure and this may be further affected by a severe weather event.

Personal Protective Equipment (PPE) supply chains: Plan to communicate frequently with any current PPE suppliers to gauge availability of masks or anything else imperative to your business.

"Resources are already stretched thin due to supply chain issues and material shortages."

Workforce disruptions: A major storm or natural disaster could have a major impact on local labor at a time when COVID-19 has already heavily influenced many companies staffing levels.

Non-congregate sheltering options for employees and their families: Should an evacuation be ordered, or external sheltering be needed for a hurricane or tornado, plan for contingencies that allow for adherence to local social distancing requirements.



Communication and virtual infrastructure: As with any major weather event, local electric and telecommunications infrastructure can sustain damage resulting in outages. These outages could be extremely detrimental to operations during the pandemic as many companies are already conducting most business virtually or over the phone. Be sure to have robust communication plans that include multiple pre-established contact channels for employees and virtual infrastructure backups to support any virtual construction-related technologies that were adopted as a result of the pandemic.

Economic impacts: The effects of the global pandemic have heavily impacted many companies' financials. During business continuity and preparedness planning, account for how a major business disruption caused by a natural disaster could impact any COVID-19-related loans or federal aid.

Limiting personal exposure when evacuating and restarting operations: From securing the worksite or office, to evacuations, and eventual return to normal operations, planning for appropriate social distancing and safety measures will be important to plan for this upcoming season.

What If?

Doug Davis, RWC Insurance Advantage

Ever REALLY wonder why you buy insurance? Many states require you to carry General Liability to maintain a license. Other entities require proof of insurance before you begin any project. The list of those requiring proof of “liability” insurance is long. If you think about it, all that money just to satisfy these demands is frustrating. On top of that there are builders who have been in business for decades who have never had a “third party” claim. So, what is the real value of General Liability insurance?

Think of it as insurance against “WHAT IFS.” What if a prospect for a home visits your office and trips and falls over a loose rug, fracturing her wrist? What if a subcontractor fails to install flashing around some windows and the home owner sues you for the resulting water damage years later? What if the person you hired to manage your website posts damaging information about your main competitor and you’re sued for libel? What if a guest at your BYOB holiday



party has too much to drink and causes a serious accident on the way home?

If you’re thinking the list of “what ifs” could go on indefinitely, you’re beginning to see just how “general” general liability can be. At the risk of oversimplifying, when it comes to general liability insurance, unless it’s excluded, it’s covered.*

Most people think “sure those things can and do happen, but what are the odds they’ll happen to me?” That’s a reasonable question, but it doesn’t take proper account of the facts. The US Bureau of Labor Statistics and the Centers for Dis-

ease Control report the following facts about the most common type of claim:

- 16% of all injuries across all industries are the result of slips, trips and falls.
- 700 fatalities occur each year due to slips, trips and falls.
- \$30,000 is the average cost of a slip, trip or fall accident.
- Snow, ice, rain, spills, loose mats, rugs and stepladders are the most common causes of these accidents

“What if” scenarios are endless. Here are two more that everyone should consider: (A) What if you are sued in a liability claim? Do you know what your policy covers? (B) What if your limits aren’t adequate to protect your assets? Can your business survive?

Check out www.rwcinsuranceadvantage.com or call us at 866-454-2155 to discuss your coverage needs. Stay safe!

*(*Not all “what ifs” mentioned in this article would necessarily be covered. Please read your policy carefully to know what coverage you have.)*

Complete this Checklist for a Successful 2021

HOME has a lot to offer. Are you taking full advantage of ALL of our services?

- ☐ Learn more about the Remodelers Warranty and Extended Warranty Programs.
- ☐ Order more marketing supplies - they're free!
- ☐ Get more info on General Liability Insurance through our affiliate, *RWC Insurance Advantage*.
- ☐ Add the HOME of Texas logo / link to your website so buyers can learn about the value of the warranty you are providing.

We Love Hearing From You

The team at HOME aim to serve and is always glad to hear that our builders and homeowners are happy. We appreciate the feedback and thought we'd share...

Jody,

Thanks again for all your help and understanding through this process. We're doing our best to maintain a calm demeanor trusting things will be resolved to everyone's satisfaction in the end. Really appreciate our conversation the other day as well. Appears you have a good grasp and are empathetic to our needs.

Lumber Prices Continue to Cause Concern

Victoria Sontheimer, RWC

From the beginning of the Coronavirus pandemic through the current move back toward a more normalized way of life, there have been product shortages due to sudden high demand and proportionately low supply. Toilet paper...under the circumstances, was a bit of a surprise. Meat and poultry...certainly understandable. But in an unexpected twist is lumber.

While there was a drop in lumber costs at the onset of the pandemic, that is unfortunately no longer the case. The initial slump was a product of the global lock down in response to the outbreak. Construction operations in many locations were shut down, and lumber mills and other processing facilities were left with an excess supply of material.

However, due to the subsequent fragility of the economy was the appearance of some of the lowest interest rates in recent history. Low-interest rates for both home mortgages and new construction financing coupled with a desire for people to move forward with their lives in a productive manner led to a boom in the building and remodeling industries once businesses began reopening in June of 2020. This, in turn, had a severe impact on the lumber industry. Mills and other processing facilities went from having too much wood to a shortfall virtually overnight. The supply of lumber has also been strained by insufficient domestic produc-



"The National Association of Realtors (NAR) reported in February that rising lumber costs added \$24,000 to the cost of new homes since the start of the pandemic. As of April, that number had increased to nearly \$36,000."

tion due in part to the 2020 wildfires and limited international access due to hefty tariffs on Canadian softwood.

Because the housing market is on fire, the lumber shortage is costing many prospective home buyers even more money. The National Association of Realtors (NAR) reported in February that rising lumber costs added \$24,000 to the cost of new homes since the start of the pandemic. As of April, that number had increased to nearly \$36,000. Home prices have been on the rise for years, but they reached a peak during the pandemic. In April, the median home sales price rose to an all-time high of \$375,000, according to Realtor.com. Some renters are also feeling the impact. The National Association of Home Builders (NAHB)

estimates that the lumber price spike has added nearly \$13,000 to the market value of an average newly built multifamily home — translating to households paying nearly \$125 more per month to rent a new apartment.

Home buyers are not the only ones to feel the impact. The shortage — and price boom — is so extreme that builders have reported having lumber and other raw materials stolen from their construction sites. And in a more far-reaching scenario, some financial advisors have expressed concerns that a lumber crash could lead to a stock market

crash. Without an immediate solution to the lumber crisis, affordability will remain out of reach for many prospective home buyers as supply remains scarce. The good news is that industry executives expect lumber production to catch up with demand - eventually. Some say it can feasibly occur over the span of the next 18 months. As for now, the "new normal" cost for lumber is around \$800 per 1,000 board feet.

NAHB continues to seek action from the Biden administration and other lawmakers by encouraging domestic lumber producers to increase production to ease growing shortages, as well as collaborating with Canada on a new softwood lumber agreement.

DIRECTORY

NOT SURE WHO TO CONTACT?

Give us a call - We'll do our best to help! First and foremost, know that your Account Executive is ready, willing and able to help you with all of your warranty and insurance needs. Contact them directly and let them do the legwork for you.



Who is My Account Executive?

Diana Gomez
Builders
512-585-1909
diana.gomez@homeoftexas.com

Tifanee McCall
Manufacturers and
Builder/Dealers
800-247-1812 x2132
tifanee.mccall@mhwcconline.com



Questions on the RWC Ins. Advantage Program? Call 866-454-2155 or Email:

- General Liability
- Builders Risk
- Contractors Equipment
- Surety Bonds

Quotes and Underwriting:
Roberta, x2272
roberta.woodhall@theparmergroup.com

Claims:
Laura, x 2278
laura.current@iadclaims.com

Certificates:
Go to www.rwcinsuranceadvantage.com
Click on the Products tab, then Request Certificate

Loss Runs & Other Questions:
info@rwcinsuranceadvantage.com



For questions about the Warranty Program? Call 800-445-8173 or Email:

Dept of Member Services (Texas)
Ron, x2178
ron.sweigert@rwcwarranty.com

Remodeling, Garages, and Warranty Express
Sandra, x2107
sandra.sweigert@rwcwarranty.com

Membership/Renewal Questions and Membership/New App Status
Susan, x2136
susan.boyanowski@rwcwarranty.com

Texas Inspections & Certifications
Jeff, x2140
jeffrey.painter@rwcwarranty.com

Warranty Resolution
Diane, x2144
diane.naguski@rwcwarranty.com

FREE Marketing Materials
Victoria, x2459
victoria.sontheimer@rwcwarranty.com

Logos for Websites
Ron, x2169
ron.bostdorf@rwcwarranty.com

Accounting/Invoicing
Shirley, x2173
shirley.poligone@rwcwarranty.com

Accounting/Incentive
Scott, x2102
scott.longer@rwcwarranty.com

**Thank you for
allowing us
to serve you
for 40 years!**

HOME OF TEXAS



**We miss
seeing our
builders!
Stop by and
say hi at
these events.**

**Sunbelt Builders
Show**

July 13-16, 2021
Dallas, TX

**GHBA Product
Expo**

October 21, 2021
Houston, TX

Follow HOME of Texas on





5300 Derry Street
Harrisburg, PA 17111

Presort STD
US Postage
Paid
Harrisburg, PA
Permit #954

HOME of Texas Warranty Payment and Confirmation Reminder



How to pay for the warranty.

To expedite the processing of your warranties, you can elect to pay for the warranty online. There is no need to mail the signed *Application for Warranty* forms, as you may simply email it to **Warranty.Express@homeoftexas.com**. And as a bonus, by paying online, the \$6.95 service fee is waived.

If you choose not to pay online, a copy of the signed form, any applicable inspections that may be required and payment should be mailed to HOME within 10 business days of closing.



The homeowner should confirm the warranty online.

Please remind your homeowner's to obtain their warranty documents at **confirm.homeoftexas.com** 60 days **after** closing, not before. (*Remember, they should NOT type in "www" in that web address.*)

From there they will be able to view, download or email the PDFs of the warranty documents.

If you provide HOME with the homeowner's email address on the *Application for Warranty* form, we will automatically notify the homeowners when their warranty is available to obtain.